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Joint Use North County Animal Services

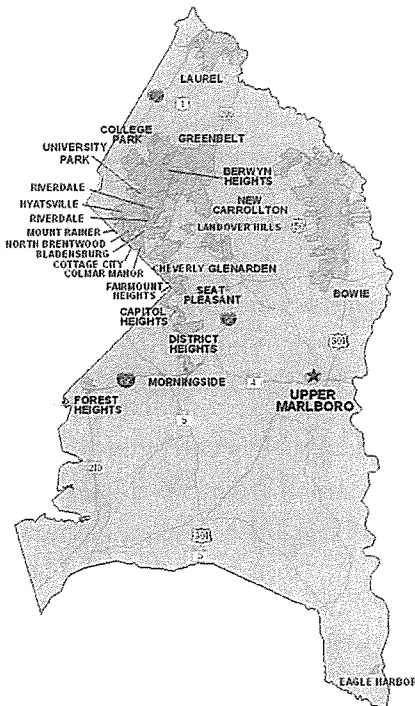
Background and Scope of Services

November 2014

I. Purpose

In 2014, an ad-hoc committee was formed consisting of representatives from College Park, Greenbelt, New Carrollton, Berwyn Heights and the County to discuss the need for additional animal management services to supplement and improve services provided by the County and Municipalities to the north/northwestern part of the County. The working assumption of the committee is a northern county facility to be jointly funded and administered by the County and interested municipalities and possibly operated by a third party. There is general agreement by committee members to support a new facility and to move forward with a more detailed feasibility study. The purpose of this document is to outline the scope of services and issues for further discussion and revise for a scope of services for a detailed feasibility study.

II. Background



Currently, the County operates one full service open admission animal shelter near Upper Marlboro. The facility takes in approximately 15,000 animals per year and serves a population of approximately 900,000 County residents. The physical location of the Upper Marlboro animal shelter is not convenient to north/northwestern County residents due to the distance and lack of public transportation.

The northern area of the County contains the highest number of licensed pets and the highest adoption rates and demand for services. The location of a full service animal shelter in the north/northwest area of the County could boost adoption rates and provide improved (quality and responsiveness) services where they are most needed. One animal shelter for the County simply is inadequate to meet the demand for the services needed for a County our size.



III. Facility Type

Two types of facilities have been discussed; a satellite adoption center and a full service animal shelter. Both would be located in the northern area of the County most likely along the US Route 1 corridor.

1. **Satellite Adoption Center.** Currently, the County's biggest need is to increase adoption rates. The location of a County satellite adoption center along the US Route 1 corridor could have a significant impact on adoptions as the north part of the County has the highest adoption and licensing rates. This facility would focus on services associated with adoptions, likely to include licensing, vaccinations and periodic wellness clinics. It would be minimally staffed with perhaps two animal technicians and three adoption counselors. It would be able to hold a significant number of dogs and cats. Essentially, it could operate out of a small commercial space in an existing shopping mall. Possible requirements for such a facility, services and staffing include:

- Cages for dogs
- Cages for cats
- Isolation cages/room
- Dangerous animal facilities
- Properly zoned HVAC for disease control
- Cage floors suited for easy cleaning
- Appropriate sewage disposal
- Restrooms with showers
- General reception area
- Meeting room
- Evaluation waiting room
- Staff lounge/luncheon area
- 8 – 10 office spaces

2. **Full Service Shelter.** A full service animal shelter could provide better services to residents and animals, but also allow those municipalities (College Park, Greenbelt, Bowie, New Carrollton and Laurel) who now provide their own animal services the cost savings option of abandoning their current facilities and using the new north county facility. The nature of such a facility, services and staffing are described below.

A. Shelter services provided may include:

- Phone receiving and dispatch services
- Process complaints



- Housing of dogs, cats and occasionally other domestic pets (bird, reptiles, etc.)
- Owner surrender
- Pet microchip and licensing program
- Animal redemptions
- Adoption program
- Volunteer programs
- Vaccinations
- Provide outreach materials
- Handle dead on arrival dogs or cats
- Euthanasia
- Records retention
- Dispensing pharmaceuticals

B. Field services during normal business hours may include responding to the following calls:

- Code enforcement
- Domestic animal at large
- Barking dog
- Dog threatens person
- Dog threatens domestic animal
- Dog or cat bite
- Dangerous or potentially dangerous dog
- Injured or sick domestic animal (can refer to clinics)
- Assist law enforcement agencies upon request
- Abandoned animal
- Animal cruelty
- Confine dog or cat
- Trapping dog or cat

C. Shelter Accommodations and Requirements:

- Cages for dogs
- Cages for cats
- Isolation cages/room
- Dangerous animal facilities
- Properly zoned HVAC for disease control
- Cage floors suited for easy cleaning
- Appropriate sewage disposal
- Restrooms with showers



- General reception area
- Meeting room
- Evaluation waiting room
- Staff lounge/luncheon area
- 8 – 10 office spaces

D. Staffing:

- Facility manager
- Animal technician/care staff for 24/7 shift care
- Receptionist(s)
- Adoption Councilors
- Customer/Community/Volunteer Coordinator(s)
- Animal Control Officer(s) for normal business hours

3. Administration and Governance

A. Facility Operation Philosophy and Policies:

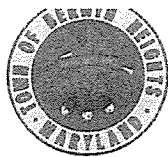
Two approaches were discussed by the committee. One was to operate the facility as an extension of the County's current program as an open shelter with general adherence to the current County's animal control code. The second option which seemed to be more desirable by the committee was to operate the new full service shelter as a "No Kill" facility promoting and supporting community based TNR community cat programs. The feeling was a "No Kill" facility would be viewed as more humane and would attract more volunteers and donations.

B. Joint Use Facility Governance:

A joint use, funded and staffed facility presents a number of governance challenges as it relates to the processes of interaction and decision-making among the users to collectively address governing body, funding, appropriations, expenditures, administration, procurement, ownership, contract administration, personnel rules, creation, reinforcement, etc... It will be necessary for the joint use parties to develop an agreement which delineates all aspects of governance of the facility's operations.

C. Funding and Costs:

It is anticipated that the revenues would come from several sources including; funds from the joint users; in-kind services; and, user service fees. Further, it is believed that if the facility is operated as a "No Kill" program, it will attract more grants and contributions from corporations and the public. Costs could also be contained by



attracting more volunteers and more effectively utilizing local TNR programs, rescue groups and support by local businesses. It is estimated that the annual operating budget would be between \$1 and \$2 million dollars.

Another funding affordability issue identified is to provide differential tax rates to participating municipalities commensurate to their level of support for the shelter's operations.

D. Other Issues:

1. Service area. The question was posed whether the shelter should be restricted (to joint users constituency); County residents only and/or open to other County residents nearby (Montgomery, Howard and Anne Arundel).
2. The location has not been selected, but the likely location would be along or near the US Route 1 corridor.
3. The new facility building could be a renovation of exiting commercial space or use one of the companies that build modular customized facilities.

[http://www.modulardesigninc.com/Modular Building Animal Shelter](http://www.modulardesigninc.com/Modular_Building_Animal_Shelter)